

## IN THE CLAIMS

Cancel claims 1 – 7, 11, 12, 14 – 21, 33, and 34 without prejudice. Add new claim 40.

Amend the claims as indicated below by the markings:

Claims 1. – 8. (Cancelled)

9. (Previously Presented) A method as claimed in claim 36, wherein said key performance indicators are used to determine consideration of an outsourced services agreement between a provider and a customer.

10.(Currently Amended) A method for providing maintenance, comprising the steps of:

provided by a maintenance provider to business objectives of a company receiving maintenance services from the maintenance provider;

establishing rules for carrying out the maintenance by the maintenance provider;

determining strategies for improving performance and reducing costs for the company using the maintenance provided by the maintenance provider; and

establishing optimization of the maintenance while reducing overhead [[;]] for the company.

Claims 11. - 22. (Cancelled)

23. (Previously Presented) A method as claimed in claim 39, further comprising the steps of:

providing a single headquarters location; and

providing Internet connections between said single headquarters location and said regional maintenance services supervisory locations.

24. (Previously Presented) A method as claimed in claim 39, wherein said regional maintenance services supervisory locations are provided for at least three regions, said three regions being: the Far East and the European Union and a NAFTA country.

25. (Previously Presented) A method as claimed in claim 39, wherein said regional maintenance services supervisory locations supervise manpower requirements for said local maintenance service locations.

26. (Previously Presented) A method as claimed in claim 39, further comprising the step of:

transferring program modules from said maintenance services supervisory locations to said local maintenance service locations through said Internet connections.

27. (Previously Presented) A method as claimed in claim 39, further comprising the step of:

providing control of maintenance services at said local maintenance service locations from said maintenance services supervisory locations through said Internet connections.

28. (Currently Amended) A method as claimed in claim 39, wherein said regional maintenance services supervisory locations are provided at locations around the to globe so as to provide 24 hour support to said local maintenance service locations, said regional maintenance services supervisory locations each providing support during business hours for a respective location of each of said regional maintenance services supervisory locations.

29. (Cancelled)

30. (Previously Presented) A method as claimed in claim 38, wherein said industry is the airport industry.

31. (Previously Presented) A method as claimed in claim 38, wherein said industry is the power plant industry.

32. (Original) A method as claimed in claim 31, wherein said power plant industry is one of: fossil fuel power plants, atomic energy power plants, and hydroelectric power plants.

33. (Cancelled)

34. (Cancelled)

35.(Currently Amended) A method for providing maintenance services, comprising the steps of:

aligning maintenance policies to business objectives of a company to develop a business plan relating at least to maintenance for the company;

establishing rules for carrying out the maintenance policies;

jointly determining strategies of a maintenance provider and the company to improve performance and reduce costs of the company;

establishing an organizational structure of the maintenance provider organization to meet said business plan;

measuring key performance indicators; and

benchmarking performance of the company against competitors of the company.

36.(Currently Amended) A method ~~as claimed in claim 35, for providing~~ maintenance services, comprising the steps of:

aligning maintenance policies to business objectives of a company to develop a business plan relating at least to maintenance for the company;

establishing rules for carrying out the maintenance policies;

jointly determining strategies of a maintenance provider and the company to improve performance and reduce costs of the company;

establishing an organizational structure of the maintenance provider organization to meet said business plan;

measuring key performance indicators; and

benchmarking performance of the company against competitors of the company;

wherein said key performance indicators are utilized as an indicator of success of the maintenance services.

37. (Previously Presented) A method as claimed in claim 35, wherein said step of establishing the rules for carrying out the maintenance policies includes generating a maintenance plan by considering in combination: a business plan, an operational analysis, a criticality analysis, a component identification, and a failure analysis.

38. (Previously Presented) A method as claimed in claim 35, further comprising the steps of:

providing maintenance services tailored to an industry; and  
offering service modules to customers in said industry for outsourced maintenance.

39. (Previously Presented) A method as claimed in claim 35, further comprising the steps of:

providing maintenance services at a plurality of local maintenance service locations;  
providing regional maintenance services supervisory locations; and  
providing Internet connections between said local maintenance service locations and said regional maintenance services supervisory locations.

40. (New) A method as claimed in claim 35, wherein said organizational structure includes organization of workforce personnel.